

Iowa Department of Administrative Services Online Customer Satisfaction Survey Quarter One Key Findings Summary Report

Prepared By



March 15, 2006

TABLE OF CONTENTS

KEY FINDINGS SUMMARY REPORT

	Project Overview	1
•	Research Design	1
	Project Objectives	2
•	Demographics	2
•	Key Findings	9
	Conclusion	41

APPENDIX

- E-mail Invitation
- Online Customer Satisfaction Survey



IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ONLINE CUSTOMER SATISFACTION SURVEY QUARTER ONE

KEY FINDINGS SUMMARY REPORT March 15, 2006

■ PROJECT OVERVIEW

Essman/Research, an independent marketing research firm in Des Moines, Iowa, was retained by the Iowa Department of Administrative Services (DAS) in January 2006 to develop and implement <u>four quarterly surveys</u>. The purpose of the quarterly survey is to gather immediate feedback from customers regarding their recent experiences with DAS and the services purchased and/or received through each of the four DAS enterprises.

- General Services Enterprises (GSE)
- Information Technology Enterprise (ITE)
- Human Resources Enterprise (HRE)
- State Accounting Enterprise (SAE)

■ RESEARCH DESIGN

Essman/Research conducted the first quarter online Customer Satisfaction Survey in March 2006.

- The purpose of the first quarter survey is to gauge customer satisfaction with services purchase/received from DAS during **October**, **November and December 2005**.
- Essman/Research developed, programmed and hosted the online Customer Satisfaction Survey.
- The Department of Administrative Services provided the list of names and e-mail addresses for the Customer Council members as well as the customers who had purchased and/or received services in October, November and December of 2005.
- Essman/Research sent a total of 37 e-mail invitations to the Customer Council members and 918 e-mail invitations to the current customers on Tuesday, February 28, 2006.
- Respondents were asked to complete and return the survey by March 6, 2006.

A total of 300 online surveys were returned.

- 284 customers responded to the survey
- 16 Customer Council members responded to the survey

See the Appendix for the cover letter and the first guarter Customer Satisfaction Survey.

■ PROJECT OBJECTIVES

- Identify the frequency of purchase. How frequently are customers purchasing products and services from the DAS enterprises?
- Determine if products and/or services were delivered on time.
- Determine if products and/or services were delivered within budget.
- Measure the satisfaction with products and/or services received from the DAS enterprises.
- Measure the customer satisfaction provided by each of the four DAS enterprises.

■ DEMOGRAPHICS

Q1. Department/Agency

Customer Council Members

- Drake University
- DAS_GS
- Public Safety
- Iowa Judicial Branch
- Elder Affairs
- Department
- Natural Resources
- Iowa College Student Aid Commission
- Iowa Veterans Home
- Education
- DAS
- Management
- ODCP
- No response (3 respondents)

Customers

•	Department of Corrections	(21 responses)
•	Department of Administrative Services	(21 responses)
•	DHS	(17 responses)
•	DAS/ITE	(15 responses)
•	Iowa Workforce Development	(12 responses)
•	Education	(8 responses)
•	Department of Natural Resources	(8 responses)
•	Human Rights	(6 responses)

•	Iowa Department of Public Health	(6 responses)
•	Department of Public Safety	(6 responses)
•	IA Vocational Rehabilitation Services	(6 responses)
•	IPERS	(6 responses)
•	Iowa Department of Revenue	(5 responses)
•	DHS- Glenwood Resource Center	(5 responses)
•	Iowa Finance Authority	(5 responses)
•	Iowa Communications Network	(4 responses)
•	DAS/GSE/CCM	(4 responses)
•	Iowa Division of Commerce / Banking	(4 responses)
•	DHS-State Training School	(4 responses)
•	Iowa Lottery Authority	(3 responses)
•	Commerce / Utilities	(3 responses)
•	Department of Cultural Affairs	(3 responses)
•	Department of Elder Affairs	(3 responses)
•	DAS-Finance	(3 responses)
•	Public Health Board of Pharmacy Examiners	(3 responses)
•	Iowa College Student Aid Commission	(3 responses)
•	Woodward Resource Center	(3 responses)
•	DAS-HRE	(2 responses)
•	Inspections and Appeals	(2 responses)
•	Citizens' Aide/Ombudsman	(2 responses)
•	State Library of Iowa/Dept. of Education	(2 responses)
•	DIA-Appellate Defender Office	(2 responses)
•	Auditor of State's Office	(2 responses)
•	Legislative Services Agency	(2 responses)
•	Capitol Complex Maintenance	(2 responses)
•	Iowa Law Enforcement Academy	(2 responses)
•	Iowa Senate	(2 responses)
•	Legislature	(2 responses)
•	285	(2 responses)
•	DCA	(2 responses)
•	Iowa Racing and Gaming Commission	(2 responses)
•	DHS Independence Mental Health Institute	(2 responses)
_	Jawa Votorans Homo Commission of Votorans	Affairs (2 rosponsos)

- Iowa Veterans Home Commission of Veterans Affairs (2 responses)
- Department of Human Services Clarinda Treatment Complex (2 responses)
- Department of Administrative Services General Services Enterprise (2 responses)

The following departments/agencies are single responses.

- Administrative Services-Infrastructure Services Division
- AA
- 252
- HLSEM
- Dept. of Management
- DAS/GSE/D&C

- Iowa Public Television
- State of Iowa Judicial Branch Third Judicial District Woodbury County
- Public Defense
- Economic Development
- Iowa Agricultural Development Authority
- Iowa Board of Parole
- DHS Targeted Case Management
- Commerce/Professional Licensing Division
- Finance/ICN
- Department for the Blind
- Commerce Dept/ Insurance Division
- House of Representatives
- Department of Human Services Division of Data Management
- IACUDIV
- Governor's Traffic Safety Bureau
- La Porte City Police Department
- 249
- Iowa Civil Rights Commission
- 246 & 410 (Mt. Pleasant Correctional Facility & Mt. Pleasant Mental Health Institute)
- Treasurer's Office
- Office of Drug Control Policy
- Transportation
- Treasurer of State
- Judicial Branch 4th District
- Iowa Board of Medical Examiners/Iowa Department of Public Health
- Iowa Department of Public Health Board of Nursing
- Judicial
- IDALS
- Department of Public Defense/Homeland Security
- 243
- Iowa State Industries Purchasing
- Agriculture
- Fort Dodge Correctional Facility Department of Corrections
- 283
- Iowa Department of Agriculture and Land Stewardship
- Iowa House Democratic Research Staff

Q2. Title

Customer Council Members

- Director, Center for Professional Studies
- Maint./Lead worker
- Finance Bureau Chief
- Director of Human Resources
- Division Administrator
- Worker
- Management Services
- Research Director/Legislative Liaison
- Chief Financial Officer
- Chief, Internal Operations
- Division Administrator
- Team Leader
- Management Analyst
- No response (3 respondents)

Customers

<u>Customers</u>	
 Accountant 	(10 responses)
 Budget Analyst 	(9 responses)
 Administrative Assistant 	(9 responses)
 Purchasing Agent 	(9 responses)
 Secretary 	(8 responses)
• ITS 5	(8 responses)
 Administrative Assistant1 	(6 responses)
 Accounting Tech II 	(6 responses)
 Administrative Assistant II 	(6 responses)
 Human Resources Associate 	(5 responses)
 Purchasing Agent II 	(5 responses)
 Business Manager 	(5 responses)
• ITS4	(5 responses)
 Financial Officer 	(4 responses)
 Accounting Technician III 	(4 responses)
 Accountant II 	(4 responses)
 Secretary II 	(4 responses)
 Executive Officer 	(4 responses)
 Executive Officer I 	(4 responses)
• CFO	(3 responses)
 Accountant III 	(3 responses)
 Director 	(3 responses)
 Accounting Clerk II 	(3 responses)
 Public Service Supervisor 3 	(3 responses)
 Accounting Technician 	(3 responses)
Bureau Chief	(2 responses)

•	AA	(2 responses)
•	Purchasing Assistant	(2 responses)
•	Budget Analyst II	(2 responses)
•	Management Analyst	(2 responses)
•	Institutional Superintendent	(2 responses)
•	District Director	(2 responses)
•	Warden	(2 responses)
•	Superintendent	(2 responses)
•	Administrative Officer	(2 responses)
•	Executive Officer II	(2 responses)
•	Management Analyst II	(2 responses)
•	Information Technology Specialist 5	(2 responses)
•	Administrative Secretary	(2 responses)
•	ITS3	(2 responses)
•	PSE3	(2 responses)

The following titles are single responses.

- Administrative Program Director
- Information Technology Specialist III
- EE
- Division Manager
- Bureau Chief for Child Support Systems (Data Management)
- I.T. Administrator 1
- Deputy Director
- Program Manager for Library Services
- Legal Secretary
- Training Specialist II
- Executive Director of a licensing board
- Program Planner
- Accounting Supervisor
- IT5
- PSE 4
- Desktop Support
- Financial Processing Supervisor
- Museum Technician/Facility Manager
- Administrative Assistant to the Labor Commissioner
- PSE 1
- Painter
- Maintenance Repairs Supervisor
- Staff
- Web designer/developer
- EO4
- Mailroom Clerk
- Training Coordinator
- Staff Director

- Division Administrator, Administrative Services Division
- Director of Administration
- District Finance/Personnel Manager
- Budget Officer
- EO3 business continuity coordinator
- Deputy Comptroller
- Public Service Supervisor I
- Legal Secretary II
- AD
- Division Administrator, Administrative Services
- Sr. Senate Finance Officer
- Division Administrator
- Deputy Executive Secretary
- HR Tech Assistant
- Administrator
- PSS3
- Clerk Specialist
- Info Spec
- Superintendent of Banking
- Facilities
- Management Services Administrator
- Library Resources Technician
- Assistant Chief Examiner
- System Administrator
- HR Associate
- Executive Officer 4
- Human Resources Technical Assistant
- Senior IT Specialist
- Executive Secretary and Deputy Executive Secretary
- Iowa Code Editor
- Resource Manager
- Public Safety Records Clerk
- Nurse Supervisor 1
- Plant Operations Manager
- Finance Office Director
- Assistant Superintendent
- Personnel Associate
- Budget analyst 3
- Deputy Treasurer
- State Ombudsman
- District Finance/Personnel Manager
- AA II
- Personnel Technician
- Coordinator of Licensure and Administration
- Accountant/Auditor I

- Purchasing Agent 1
- ITEE
- Public Service Supervisor
- Comptroller
- Human Resources Executive Officer
- Clerk
- Law Library Supervisor
- Accounting Bureau Chief
- EO2
- Vehicle Dispatcher
- Accounts Payable
- Executive Vice President & COO
- PSE 2
- Nursery Worker
- HR Director
- Field Auditor
- Human Resources
- PSE
- IT Infrastructure Leader / ITA2
- Supervisor of Secretaries
- Secretary 2
- Purchasing Agent III
- Comptroller
- Supervisor
- Custodial Lead Worker-west end of complex
- Laboratory Supervisor
- Public Service Executive 4
- Information Technology Specialist II
- Associate Warden for Support Services
- Business Support Services Manager
- IT Manager
- Power Plant Engineer 4
- Executive Director
- Marketing and Communications Director

Q3a. Customer Council Member/Enterprise

Although 16 surveys were returned from Customer Council members, two survey respondents indicated that they were not Customer Council members.

Note: One member did not respond to the guestion.

•	General Services	46%	(6 respondents)
•	Human Resources	23%	(3 respondents)
•	Information Technology	23%	(3 respondents)
•	State Accounting	8%	(1 respondents)

■ KEY FINDINGS SUMMARY REPORT

General Services Enterprise (GSE)

Services provided through the GSE:

- Construction
- Custodial Services
- Facilities Management
- Facility Rentals
- Fleet
- Grounds Service
- Lock Shop Services
- Mail
- Mechanical Services
- Paper Shredding
- Property Construction/Management/Space
- Purchasing/Procurement Services

Q4a. Did <u>you</u> interact with the General Services Enterprise (GSE) during October, November or December 2005 (purchased or received products and/or services or bill payment)?

Overall, 62% of the survey respondents (62% of the customers and 68% of the Customer Council members) interacted with the General Services Enterprise (GSE) during October, November or December of 2005.

		Segment	
Did you interact with GSE?	Total 283	Customers	Customer Council Members
		268	15
Yes	175	165	10
	62%	62%	68%
No	108	103	5
	38%	38%	33%
Skipped the question	17	16	1

Q4b. How did <u>you</u> interact with General Services? (Multiple responses accepted.)

Of the 172 respondents who had interacted with the General Services Enterprise (GSE) during October, November or December of 2005, more than half (54%) of the survey respondents (53% of the customers and 70% of the Customer Council members) had **received products and/or services from GSE**.

		Segment	
How did you interact with GSE?	Total 172	Customers	Customer Council Members
		162	10
Received products and/or services	93	86	7
	54%	53%	70%
Ordered/purchased products	82	76	6
and/or services	48%	47%	60%
Bill payment	58	54	4
	34%	33%	40%
Other specify responses	42	39	3
	24%	24%	30%
Skipped the question	128	122	6

Other specify responses:

Reviewed bills/billings

- (3 responses)
- There were a variety of issues on a broad range of topics.
- GSE Customer Council
- Dealing w/your customer service (very helpful δ friendly!!) and day-to-day contact w/custodians.
- Worked with Purchasing on RFI
- Payment of parking ticket
- Coding problems concerning E-DAS bill
- Consultation regarding the dietary construction project at ASP.
- I helped negotiate memorandum of understanding between DAS-GSE and IVRS for custodial and maintenance services for the Parker Building.
- Communication with Fleet about PM for truck
- Mentioned the cooling/heating problems.
- HRE
- Negotiation of MOU for services
- Questions
- Training on eDAS
- Requested our mail to be separated from DOC.
- Budget management review/correct billings
- They were able to retrieve keys dropped accidentally down elevator shaft for me
- Greetings and salutations.
- Using facilities management staff
- Worked with purchasing area re: vendor records
- Discussion of lease renewal options with Barbara Bendon

- Email
- Locksmith services, custodial, customer service
- Construction projects paid for thru VIAC.
- I'm a bit confused by the question. The only thing we used General Services for, was to enter purchasing documents from state contracts on I-3, and try to wrestle with the eDAS invoice. I have tried to answer accordingly.
- I work in the finance department. I compute and analyze the financial statements for GSE. I work very closely with the managers in GSE
- Billed GSE products to other agencies
- Mail was prompt although some afternoons, for some reasons, there doesn't seem to be any mail for the Capitol. This is generally when the legislature is not in session.
- Issued replacement vehicles for our fleet
- Work on new office space at Jessie Parker building
- Notify General Services if something needs fixed at the Grimes Building.
- Picked up Mail from Grimes Bldg.
- Bids and renewals
- Talked with GSE/CCM about items to be billed.
- Construction at Ankeny
- Attended training on eDAS billing and reviewed eDAS bills for these months
- Vehicle Dispatch Motor Pool, Garage, Risk Management

Q5. How often during October, November, December of 2005 did <u>you</u> order/receive products and/or services from General Services?

Forty-seven percent of the survey respondents typically ordered or received products and/or services from GSE **1-10 times** during October, November and December of 2005.

How often did you order/receive		Segment	
products/services from GSE?	Total 154	Customers	Customer Council Members
		147	7
1-10 times	73	71	2
	47%	48%	29%
11-20 times	17	15	2
	11%	10%	29%
21-30 times	7	7	0
	5%	5%	
31 or more times	24	22	2
	16%	15%	29%
Don't know	33	32	1
	21%	22%	14%
Skipped the question	146	137	9

Q6a. Did you receive the products and/or services you requested?

The majority (77%) of the survey respondents (77% of the customers and 71% of the Customer Council members) received the products and services as requested from GSE.

Did you receive the		Segment	
products/services you requested from GSE?	Total 153	Customers	Customer Council Members
		146	7
Yes	118	113	5
	77 %	77%	71%
No	5	5	0
	3%	3%	
Other specify responses	30	28	2
	20%	19%	29%
Skipped the guestion	147	138	9

Other specify responses:

- Did not order products / services from GSE (4 responses)
- Some times yes. Some times no. (2 responses)
- Not always. Follow-up is lacking. Commitments not met. Understand DAS is short staffed and working on multiple state enterprise initiatives. Critical projects were not affected.
- Not as timely as I would have liked.
- Didn't directly order from DAS
- The charge for leasing seat of government got caught up for 6 months in December bill after we asked about it, but it got charged to wrong accounting string than what it had been under the DAS Utility bill
- Some yes some no. Still waiting on some requests
- Mail sitting in the mailroom for 1-2 days before going out is unacceptable service for our department. Much of our mail is time sensitive. Staff of all departments should be informed of this situation. If in-coming mail is handled the same way, you could be causing mail not to reach us by due date and therefore, not accepted as a valid claim. Very poor way to handle mail.
- These services are part of the normal services given by GSE: cleaning, trash pickup, door maintenance.
- Services are still being provided. Completion deadline is March 31. Very concerned about services being completed by deadline.
- The services were received but to others within the department. I am the contact person for our building.
- I received the bills/ can only assume that the products or services were received
- I don't place orders, I just process payments and deal with the awful billing system that DAS has.
- As noted above, I did not order the service. I just received it.
- Yes, for almost all, difficulty acquiring more space to meet needs in Wallace Building
 vacant space left vacant for too long
- Partially not yet complete

- I didn't request any services, but they get mail ready for our mail people to pick up and our custodian comes through daily.
- I'm not the direct recipient of GSE services.
- Had a bill problem
- Yes, from Customer Service (decals, etc.) Mail daily (except as noted elsewhere)
- Service was ongoing
- Received products/services but many times not what was ordered or in the manner ordered
- Some have been completed, some have not for various reasons.
- I don't order or receive products/services. Only review bills to insure accuracy of billings

Q6b. How satisfied were <u>you</u> with the <u>products and/or services received</u> from GSE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

<u>Customers</u>

• 146 responses: Average = 7.47

Customer Council Members

• 7 responses: Average = 6.86

How satisfied were you with the	Segment		
products/services received from GSE?	Customers	Customer Council Members	
	146	7	
	Average: 7.47	Average: 6.86	
Don't know	11	0	
	8%		
Skipped the question	138	9	

Q7. Did GSE deliver the products and/or services on time?

Overall, 62% of the survey respondents (63% of the customers and 57% of the Customer Council members) indicated that GSE delivered the products and/or services on time.

Did GSE deliver the		Segment	
products/services on time?	Total 154	Customers	Customer Council Members
		147	7
Yes	96	92	4
	62%	63%	57%
No	12	10	2
	8%	7 %	29%
Don't know	19	19	0
	12%	13%	
Other specify responses	27	26	1
	18%	18%	14%
Skipped the question	146	137	9

Other specify responses:

Yes and no/Not always (4 responses)N/A (3 responses)

• Do not place the order (2 responses)

- Routine requests were processed timely. Special requests that needed there expertise fell short.
- There's no working w/the phone company on delivery of telephone books DSE is great / Q-West is not.
- I would say yes and no. Depends on who you are requesting service from. Slow response time on some others respond quickly.
- Still waiting deadline for completion is March 31.
- I deal with the DAS billings/ I am unsatisfied with the quality and accuracy of the billings
- Some were satisfactory, others were not. Some could be rated as 8, others could be rated a 2.
- Some building requests were not timely
- Could have been faster turn around
- For print services, things were hit/miss. Sometimes we had to call over to check on the status of orders.
- 95% of the time
- We don't know if there was mail in the central mailroom or not on the afternoons the Capitol received none.
- No specific time since it is just custodial services, they do empty the trash can in my
 office.
- Still in progress
- Primarily. Sometimes late.
- Mostly. Sometimes the custodial service people forgot to empty a wastebasket.

Q8. Did GSE provide the products and/or services as quoted?

Overall, 63% of the survey respondents (63% of the customers and 71% of the Customer Council members) indicated that GSE delivered the products and/or services as guoted.

Did GSE provide the		Se	egment
products/services as quoted?	Total 153	Customers	Customer Council Members
		146	7
Yes	97	92	5
	63%	63%	71%
No	6	6	0
	4%	4%	
Don't know	28	28	0
	18%	19%	
Other specify responses	22	20	2
	14%	14%	29%
Skipped the question	147	138	9

Other specify responses:

- N/A (3 responses)
- Did not place the order (3 responses)
- Where we needed special guidance we generally had to track down a GSE representative. There were several exceptions. Again, we understand their staffing challenges. We didn't think this was intentional.
- Believe only mail and custodial services were provided.
- Sometimes yes. Sometimes no.
- Still waiting deadline for completion is March 31.
- As I'm an internal customer of DAS, quotes do not apply for the particular services I use within GSE.
- The billings have not been delivered as quoted.
- Since I did not order the service, I do not know anything about the price quoted.
- Some were satisfactory, others were not. Some could be rated as 8, others could be rated a 2.
- Not always
- No quote
- No quotes. It was mail delivery and custodial services.
- Mailman is very pleasant and brings up certified mail if we have not been down in the afternoon.
- Yes, but not without asking more than once
- Never received the quote online through e-DAS.

Q9. How would you rate the <u>customer service</u> provided by GSE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

<u>Customers</u>

• 146 responses: Average = 7.53

<u>Customer Council Members</u>

• 7 responses: Average = 6.71

How would you rate the	Segment			
customer service provided by GSE?	Customers	Customer Council Members		
	146	7		
	Average: 7.53	Average: 6.71		
Don't know	8	0		
	6%			
Skipped the question	138	9		

Q10. Additional comments relative to your experiences with GSE:

- I would like to see a more timely service delivery of items such as printing and custodial issues.
- #1 we're all state employees; we assist each other. #2 I enjoy dealing w/the customer service desk; along w/others I've dealt w/concerning other mundane items. #3 in attempting to work w/the new printing system AND billing system, the assistance is fantastic. It should be remembered to not speak so fast when leaving a phone message that it's not understood by the receiver.
- I appreciated being kept in the loop in regards to any delays there were and why.
- Hire more staff, please.
- We requested that Dave Umland be assigned to the ASP dietary construction project because we were most impressed with Dave's work ethic and knowledge on previous IDOC projects, and GSE assigned him, which was greatly appreciated.
- Setting up the system for IVRS to be reimbursed by DAS for services IVRS provides has not yet happened.
- I have found that depending on which department of GSE I request service from has a lot to do with the customer service that I receive. Some areas are quick to respond and others seem to drag out forever.
- Once I received the service, it was fine. It was actually getting someone here to perform the task that took follow up (on several occasions) on my part.
- The custodial services don't seem to dust and vacuum our building as well like they used to. The sidewalks are coated with grime/salt that it might be very hard on the surfaces as well as tracking it inside the building and ruin the carpets.
- Have e-mailed several times with errors in billing, but did not receive a response.
- Not sure who is the owner of eDAS, but I find it quite difficult to track expenditures.

- I am a GSE employee and I would like to commend our folks for their courteous and helpful attitudes when dealing with customers.
- Services received were fine but accounting (billing) was not user friendly -- didn't provide all of the information needed to determine which account should be charged.
- They respond to our needs in a timely manner with most projects.
- GSE has assumed responsibility for several large Capitol Complex projects. This commitment of time and resources has impacted GSE staff availability to address department needs.
- Purchasing agents consistently do a great job.
- The printing order that we requested and sent over information by e-mail never seemed to arrive and we waited and finally found that they said they had never received the information. We sent it again, and it was printed overnight.
- I have the majority of contact with custodial, purchasing and facilities management. All of these areas have been very helpful and timely.
- Until January of this year, our agency was unaware that printing services could be ordered on-line. For the divisions that have used this service, it is well received. However, with GSE still allowing the sending of paper printing requests, it does not force the agencies to use the on-line system, which is more efficient. I would suggest that GSE either mandate use of the on-line printing request system or highly promote it. Secondly, since the inception of the eDAS system, we have been promised the ability to procure services on-line. This has not yet come to fruition. Our experiences with the GSE Purchasing Division--Ashley Super in particular--has been extremely satisfactory. She provides a high level of quality service and assistance. We greatly appreciate her help.
- The new eDAS system saves me so much time and I can't wait for it to grow with additional services.
- GSE staff were very helpful and courteous
- I have always been treated in a very courteous and respectful way with anyone that I have had contact with there.
- Department of Human Services has been very unsatisfied with the delivery of the billing to our Department. Much review/ monitoring and correction has had to be done. Charges have been incorrectly billed to the wrong agencies, wrong cost centers, wrong amounts. The eDAS system shows differing amounts than what is posted through I/3, and it is difficult to reconcile. This situation has caused our department to spend additional time on rework, correction and monitoring.
- I only handle billings
- I don't place orders.
- Questions #5 & #8 are too general. Some services provided are satisfactory, others are not.
- Need help -- clean out 1st floor Wallace so that it can be used
- Very prompt and congenial
- The time period we are rating included major problems with the I/3 financial system, which DAS/SAE and the I/3 team struggled with trying to solve. That is why I rated some of the service questions so low. Many of the problems were beyond their control but they always tried their best to find out why and get things solved ASAP.
- Some DAS PAs don't respond to emails.

- The people we work with in the Design and Construction division (Dean Ibsen, Craig Deichman, Carol Frank) have been very helpful to the new director in our Environmental Services Department. We appreciate the funding and assistance we have received in managing/monitoring our campus projects.
- There are unresolved issues regarding billing, particularly for the mail handling fee. There are also issues with how the fees are calculated.
- The monster eDAS invoice is not very useful if one is attempting to track expenditures on our budget lines, because the invoice never mentions object classes. Since budget lines are arranged by object class, it requires a great deal of effort to tease out what expenditures belong to what budget lines, to ensure budget lines can be projected and funded.
- We just started the on-line billing, so far I have little experience with customer service.
- For print orders, it would be nice that if Grimes printing can not meet our requested printing deadline that we would be notified of an adjusted timeline. If we don't hear back that our requested print deadline will not work we assume it will be met. Additionally, there have been several instances where electronically submitted print orders (with an uploaded document) for Wallace building printing have been skipped. We have had to call the Wallace copy center to check on the status and prompt to get the materials printed.
- We receive custodial services every night and I recently had to speak to the supervisor about the condition of cleaning in our area not being very satisfactory. She responded immediately to our concerns.
- I don't really have a comment on satisfaction since my response related to GSE only involves custodial. If they don't empty the trash in my office each day, no big deal.
- GSE does a great job with the grounds, particularly snow removal. The custodian working on my floor is excellent.
- In most cases, interaction has been very good.
- They have always been very willing to help with out with any questions or problems that I have had.
- We were to salvage some of the refrigerators/coolers from the Jessie Parker building. I visited with the District Director of the 4th Judicial CBC District yesterday and he was saying his cooler needed replacing. I asked him why he didn't get on from the Parker building. He said he had scheduled to pick one of the coolers up, and when he went to get it, they showed him the cooler that had been cut in pieces by the GSE contractors. Obviously, he didn't get the cooler, and wasted a trip. I haven't verified all that took place, but I will.
- I interact with the billing team. I'm pretty convinced that this system is a very long way from accuracy. We meet monthly and interact daily/weekly with e-DAS staff to reconcile errors in the billings we receive. While the staff are very courteous, I find the product sadly lacking in accuracy. It's a constant project to make certain our agency is not being billed for something they should not be billed for.
- The Now print system is unreliable for cost estimates and functioning is not user friendly. I still have RQ amounts outstanding that we can't get resolved.
- My experiences with DAS are fine. Ask me about eDAS!
- I must point out the exceptional service provided by Berniece, one of the custodians. She exemplifies customer service.
- Would like to se some division billings more timely.

- If GSE has a special project they are working on the agencies requisition can set for some time without anything being done to them. This needs to be monitored closely and reassigned if special projects are going on.
- Often times the eDAS billings do not have appropriate object codes assigned. Some staff at GSE have not been receptive to changing the object codes when requested by our department. The unwillingness to change the object code has created additional burden to our department as we are required to create a corrective document once the payment has processed.
- I am very satisfied with the service I receive from the motor pool, garage and risk management areas of GSE. The people I deal with are extremely helpful, knowledgeable and pleasant. I have not always been satisfied with the purchasing portion of GSE. The people I deal with there are pleasant, but responses to my calls and/or emails are not always timely.

Information Technology Enterprise (ITE)

Services provided through the ITE:

- Application Development and Support
- Asset Management
- Common Directory
- Computer Training
- Database Service
- Desktop Services
- Disaster Recovery/Business Continuity
- Email Services
- Enterprise Applications
- Help Desk Services
- Mainframe Access/Printing/Processing/Services
- Mainframe and Operating System Application Development
- Multi Media
- Network Services
- Printing Services
- Secure Infrastructure
- Security
- Server
- Server Farm

Q11a. Did <u>you</u> interact with the Information Technology Enterprise (ITE) during October, November or December 2005 (purchased or received services or bill payment)?

Overall, 50% of the survey respondents (49% of the customers and 60% of the Customer Council members) interacted with the Information Technology Enterprise (ITE) during October, November or December of 2005.

		Se	Segment	
Did you interact with ITE?	Total 243	Customers 233	Customer Council Members 10	
Yes	121 50%	115 49%	6 60%	
No	122 50%	118 51%	4 40%	
Skipped the question	57	51	6	

Q11b. How did <u>you</u> interact with Information Technology? (Multiple responses accepted.)

Of the 127 respondents who had interacted with the Information Technology Enterprise (ITE) during October, November or December of 2005, the majority (70%) of survey respondents (69% of the customers and 83% of the Customer Council members), indicated they had **received services from ITE**.

		Segment	
How did you interact with ITE?	Total 127	Customers	Customer Council Members
		121	6
Received services	89	84	5
	70%	69%	83%
Ordered/purchased services	43	40	3
	34%	33%	50%
Bill payment	39	38	1
	31%	31%	17%
Other specify responses	24	23	1
	19%	19%	17%
Skipped the question	173	163	10

Other specify responses:

• Help Desk for I3 assistance

(5 responses)

Reviewed billings for ITE services

(2 responses)

- A variety of issues.
- I just love it when I take time off and forget my password NOT! It's so embarrassing / or even worse when I forget the answers I made to the questions in the system "how many months ago..."
- Technical help with servers
- I have been working with IT on the new trouble ticketing system HP open view.
- Questions
- Training
- Translated incorrect accounting codes to correct accounting codes
- This is really unclear. Of course, if you use computers, you are using the service, but you have no control or say so on anything.
- Payment of ITE bills to vendors
- Miscellaneous technology consultations
- Printing
- I was teaching a co-worker the Waiver Reporting System that she would be assuming on a temporary basis. I contacted IT to enroll her as a designated user.
- Worked with Jay Babel on LDRPS
- Provided Directory and Email services to customers
- Mainframe help desk
- Worked with staff that were providing services
- Desktop

Q12. How often during October, November, December of 2005 did <u>you</u> order/receive services from Information Technology?

Fifty-four percent of the survey respondents typically ordered or received services from ITE **1-10 times** during October, November and December of 2005.

How often did you order/receive		Seg	Segment	
services from ITE?	Total 117	Customers	Customer Council Members	
		111	6	
1-10 times	63	61	2	
	54%	55%	33%	
11-20 times	14	13	1	
	12%	12%	17%	
21-30 times	3	1	2	
	3%	1 %	33%	
31 or more times	18	17	1	
	15%	15%	17%	
Don't know	19	19	0	
	16%	17%		
Skipped the question	183	173	10	

Q13a. Did <u>you</u> receive the services you requested?

The majority (80%) of the survey respondents (80% of the customers and 83% of the Customer Council members) received the services <u>as requested</u> from ITE.

Did you receive the services you		Se	gment
requested from ITE?	Total 117	Customers	Customer Council Members
		111	6
Yes	94	89	5
	80%	80%	83%
No	3	3	0
	3%	3%	
Other specify responses	20	19	1
	17%	17%	17%
Skipped the question	179	173	6

Other specify responses:

- I/3 performance is still disappointing. We had to add staff to address the added workload, and I understand the ITE staff is trying real hard to resolve.
- Yes, and no.
- Did not request.
- Still waiting for billing dispute to get corrected.
- Services normally supplied by ITE. Email, Web Warrants, state/ITE website hosting, network connectivity for internet-based research.

- My frustration with ITE is the lack of information concerning financing of operations and documentation supporting rate setting. I have asked several times for detailed information used for setting ALL ITE rate structures. To date I have received nothing.
- Service delivery time varied greatly. Several times critical delivery of services was delayed because of staffing issues at ITE. Our department pays for Standard SMS support and approximately 75% of the time service was provided in a timely manner.
- Help Desk basically writes down your problem and may or may not get back to you on I/3 issues
- I didn't personally order services.
- If I am using the computer to answer this, I am receiving service from ITE.
- I did not specifically "order" any services from ITE. They run my network and the applications that I use, in addition to supporting my workstation.
- Most of the time, but not always
- Not really requests for the most part, but I send new employee, departing employee checklists to them and they act on them in a timely manner. I also used the Help Desk at least one time and they were very helpful.
- We talked about Jay helping me get our LDRPS up and running but we had so many schedule conflicts that we have been unable to get together. He is always very helpful and offers assistance.
- There was a server problem, which meant I couldn't access Outlook, and was unable to send or receive e-mails and access my calendar.
- N/A services were bill payment and help desk
- It took awhile for resolution, because of the need of cooperation between DAS-ITE and ICN.
- One services not received on time--still waiting.

Q13b. How satisfied were <u>you</u> with the <u>services received</u> from ITE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Customers

• 110 responses: Average = 7.66

Customer Council Members

• 6 responses: Average = 7.00

How satisfied were you with the	Segment		
services received from ITE?	Customers	Customer Council Members	
	110	6	
	Average: 7.66	Average: 7.00	
Don't know	5	0	
	5%		
Skipped the question	174	10	

Q14. Did ITE deliver the services on time?

Overall, 62% of the survey respondents (63% of the customers and 50% of the Customer Council members) indicated that ITE delivered the services on time.

Did ITE deliver the services		Se	gment
on time?	Total 116	Customers	Customer Council Members
		110	6
Yes	72	69	3
	62%	63%	50%
No	7	6	1
	6%	6%	17%
Don't know	14	14	0
	12%	13%	
Other specify responses	23	21	2
	20%	19%	33%
Skipped the question	184	174	10

Other specify responses:

• Yes and no / Some of the time

- (6 responses)
- The work is nearly always of high quality, but usually timely, but there has been a problem getting them to be responsive to our (the customer) timeframes and needs versus theirs.
- Things were forgotten and not ordered and then stated that they never received anything when I know they did because they responded previously in an email.
- Services yes Information no
- Coordination on the move of the database was slowed because of both sides.
- I ordered a program to be video taped. During the day of taping, the ITE staff were professional and on time. On the flip side, it took about 2 months for the tapes to be delivered.
- Sometimes you never hear back from the help desk.
- Some services were delivered extremely well and on time. Others were not.
- There were some orders I had to call when the due date was past, and ask when we would be receiving them.
- We have an SLA with ITE Desktop support, so we call as needed, and they respond accordingly.
- Depends on the department. Application Development responds at once. But I have an outstanding work order for security matters that has been pending over a year, and another over two years.
- For the most part, my computer turns on in the morning and usually I have access to what I need throughout the day. Sometimes there are glitches, however I do something else.
- One instance of services was not completed in a timely manner. In general timeframes were met
- For the most part, Data Warehouse services were timely. However, on one occasion, the Data Warehouse was not available until the afternoon on the first of the month when we close books.

Q15. Did ITE provide the services as quoted?

Overall, 58% of the respondents (58% of the customers and 50% of the Customer Council members) indicated that ITE provided the services <u>as quoted</u>.

Did ITE provide the services		Se	gment
as quoted?	Total 114	Customers	Customer Council Members
		108	6
Yes	66	63	3
	58%	58%	50%
No	5	5	0
	4%	5%	
Don't know	26	25	1
	23%	23%	17%
Other specify responses	17	15	2
	15%	14%	33%
Skipped the question	186	176	10

Other specify responses:

• Yes and no / Sometimes

- (3 responses)
- We didn't proceed. ITE did make a very professional presentation.
- The work is nearly always of high quality, but usually timely, but there has been a problem getting them to be responsive to our (the customer) timeframes and needs versus theirs.
- I am not billable.
- Service did not require a quote
- No quote given for desktop services
- As I'm an internal customer, quotes do not apply.
- I did not order any of the services. I was only the recipient. I'd suggest combining this question with the one asking if I ordered the service.
- No quotes, just timely service on employee checklists sent to them and helpful Help Desk staff.
- No quote was involved.
- We have an SLA with ITE Desktop support, so we call as needed, and they respond accordingly.
- The billing is difficult to decipher... it is hard to tell

Q16. How responsive was the ITE help desk? Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE.

<u>Customers</u>

• 108 responses: Average = 7.78

Customer Council Members:

• 6 responses: Average = 5.83

	Segment		
How responsive was the ITE help desk?	Customers	Customer Council Members	
	108	6	
	Average: 7.78	Average: 5.83	
Don't know	4	0	
	4%		
Not Applicable	17	0	
	16%		
Skipped the question	176	10	

Q17. How would you rate the <u>customer service</u> provided by ITE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Customers

• 108 responses: Average = 7.83

Customer Council Members

• 6 responses: Average = 6.66

How would you rate the	Segment			
customer service provided by ITE?	Customers	Customer Council Members		
	108	6		
	Average: 7.83	Average: 6.66		
Don't know	7	0		
	6%			
Skipped the question	176	10		

Q18. Additional comments relative to your experiences with ITE:

• My comments are directed towards the I/3 help desk. We have been very pleased with Lori Mcclannahan's efforts.

- Our department is a big supporter of ITE. They have done very good work for us from e-mail and network assistance to software development. However, their processes and systems are not always customer friendly, but they have many high quality employees.
- I bet they have me memorized by now.... very helpful and a chuckle besides!
- Stretched thin --- but they are very responsive and helpful. I would like to see more discussion on planning processes -- ask the customer what might work out, what the target dates are, etc.
- Wally at the Help Desk is very good and always friendly.
- Have always had an immediate response when requesting service
- I sometimes feel internal customers are not a priority; we do not generate funds.
- It seems that helpdesk still need to forward my calls to I/3 staff.
- I have found everyone I've worked with at ITE to be very helpful and responsive.
- I simply do not have a day-to-day relationship with ITE. I hope this survey is hitting all users of your services.
- I primarily interact with common directory, desktop, email, and help desk, multimedia and security services. All of these areas have been very helpful to my needs and requests.
- There are many discrepancies on the ITE service billing. For example, we are being billed for services on computers that no longer exist. It is a long and arduous process to get these removed.
- Majority of the calls I make to the help desk are I3 related. I have given up calling since you are automatically put on hold, and I have way too much to get done to sit on hold to have them say, "We will report it". Sometimes, email would be more efficient. We used to have this option, but it has been eliminated. The other option would be to have the opportunity to leave a voicemail message, but that is not an option.
- I receive numerous services from ITE. Customer service is excellent in some areas but lacking in other areas.
- Again, this is basically the same as the last comment I made. ITE is closely involved in the I/3 system so all the problems it was having also affected their service, etc. They always tried to be responsive and get the problems solve in a timely manner
- E-mail service was disrupted and very slow. Took nearly two weeks for ITE to get the problem resolved.
- There continue to be billing issues, which staff is working to resolve.
- Again for the most part they provide what I need, when I need it.
- The initial call for help is answered but when it has to be elevated it tends to slow down the response time and when we need immediate help it isn't there.
- Spoke directly with printing concerning printing jobs instead of using customer service. Printing department is very helpful with jobs and last minute jobs that we need printed. On-line printing requisitions work well except would like to see the speed of entering the data improved.
- For the majority of my contacts ITE has provided a very good level of service
- When I need to call the help desk: ex: forget a password or for Desk Top support: ex: connectivity issues, the help desk and Desktop support are very patient and responsive to my requests and questions when they arise.

Human Resource Enterprise (HRE)

Services provided through the HRE:

- Benefits
- Employment Assistance/Services
- Flexible Spending
- Golden Dome Awards Program
- Health Insurance Program Administration
- Program Delivery Services
- Training
- Worker's Compensation Program Administration

Q19a. Did <u>you</u> interact with the Human Resources Enterprise (HRE) during October, November or December 2005 (purchased or received services or bill payment)?

Overall, 49% of the survey respondents (47% of the customers and 90% of the Customer Council members) interacted with the Human Resources Enterprise (HRE) during October, November or December of 2005.

		Segment	
Did you interact with HRE?	Total 233	Customers 223	Customer Council Members 10
Yes	114 49%	105 47%	9
No	119 51%	118 53%	1 10%
Skipped the question	67	61	6

Q19b. How did <u>you</u> interact with Human Resources? (Multiple responses accepted.)

Of the 115 respondents who had interacted with the Human Resources Enterprise (HRE), the majority (71%) of survey respondents (71% of the customers and 78% of the Customer Council members) indicated that they had **received services from HRE**.

		Segment	
How did you interact with HRE?	Total 115	Customers	Customer Council Members
		106	9
Received services	82	75	7
	71%	71%	78%
Bill payment	29	25	4
	25%	24%	44%
Ordered/purchased services	19	15	4
	17%	14%	44%
Other specify responses	22	21	1
	19%	20%	11%
Skipped the question	185	178	7

Other specify responses:

Advice with personnel issues. (3 responses)

• Training (3 responses)

Received assistance on questions about benefits (2 responses)

- Hiring
- Job classification review
- Was in training session with HRE rep
- Applied for an upgrade
- Reclassification request
- Creation of new positions and classification reviews. Posting of vacant positions on DAS-HRE website.
- Monitored DAS HRE billings.
- Requested information
- Open Enrollment for Insurance
- Personnel Officer consultations
- Waiting for evaluation of reclassification request submitted May '05.

Q20. How often during October, November, December of 2005 did <u>you</u> utilize the services provided by the Human Resource Enterprise?

Sixty-one percent of the survey respondents typically utilized the services provided by HRE **1-10 times** during October, November and December of 2005.

How often did you utilize the		Segment	
services provided by HRE?	Total 107	Customers	Customer Council Members
		99	8
1-10 times	65	59	6
	61%	60%	75%
11-20 times	17	16	1
	16%	16%	13%
21-30 times	7	7	0
	7%	7%	
31 or more times	10	10	0
	9%	10%	
Don't know	8	7	1
	7%	7%	13%
Skipped the question	193	185	8

Q21a. Did you receive the services you requested?

Nearly all (92%) of the survey respondents (92% of the customers and 88% of the Customer Council members) received the services as requested from HRE.

Did you receive the services you		Segment	
requested from HRE?	Total 107	Customers	Customer Council Members
		99	8
Yes	98	91	7
	92%	92%	88%
No	2	2	0
	2%	2%	
Other specify responses	7	6	1
	7%	6%	12%
Skipped the question	193	185	8

Other specify responses:

- We received access to the online applications; however, there were nearly 100. That makes it very difficult to keep track of without a master list. I would find it very helpful if we were given a master list of the applicants for each job. Also a number of the applications were old and not related to the job we had open. We were inclined not to consider any of these applicants.
- I did not request services, but I was the recipient of HRE services.
- I submitted a reclassification in July 2005 and as of this date (March 1, 2006), it has never been processed. So much for the 60 day processing requirement. It seems time frames only apply to the person requesting the classification, not the agency processing the request (whether DAS or DHS). From July 2003 to July 2004 I received extraordinary duty pay. I requested continuation of this pay in June 2004 14 MONTHS later I was finally told by DHS that it had been by the Governors Accountability office (this would have been a year previously)- yet I was never notified and neither was my personnel office. It took 14 months to even get an answer. Mike Frost told me that you do not need to notify me that an extraordinary pay request was denied. I understand that you have the right to deny an extraordinary duty pay request at your discretion; however, I fail to see how you can do it without notifying me that you have done it. These types of issues are why after over 26 years of service to the state, I am looking for other employment.
- There continues to be DAS billing issues.

Q21b. How satisfied were you with the <u>services received</u> from HRE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Customers

• 99 responses: Average = 8.05

Customer Council Members

• 8 responses: Average = 7.13

How satisfied were you with the	Segment		
services received from HRE?	Customers Customer Cou Members		
	99	8	
	Average: 8.05	Average: 7.13	
Don't know	2	0	
	2%		
Skipped the question	185	8	

Q22. Did HRE deliver the services on time?

Overall, 79% of the respondents (81% of the customers and 63% of the Customer Council members) indicated that HRE delivered the services <u>on time</u>.

Did HRE deliver the		Segment	
services on time?	Total 107	Customers	Customer Council Members
		99	8
Yes	85	80	5
	79%	81%	63%
No	5	4	1
	5%	4%	13%
Don't know	12	10	2
	11%	10%	25%
Other specify responses	5	5	0
	5%	5%	
Skipped the question	193	185	8

Other specify responses:

- Sometimes not as quickly as we would have liked.
- It seemed to take quite awhile to get the applications, which was probably a result of the number.
- Later than normal with Open Enrollment information. However, that was understandable due to the new Medicare program.

Q23. Did HRE provide the services as quoted?

Overall, 70% of the survey respondents (70% of the customers and 75% of the Customer Council members) indicated that HRE provided the services <u>as quoted</u>.

Did HRE provide the		Segment	
services as quoted?	Total 107	Customers	Customer Council Members
		99	8
Yes	75	69	6
	70%	70%	75%
No	2	2	0
	2%	2%	
Don't know	20	18	2
	19%	18%	25%
Other specify responses	10	10	0
	9%	10%	
Skipped the question	193	185	8

Other specify responses:

Wasn't a quoted service

(3 responses) (3 responses)

N/A

• Services were provided under the HRE utility rates.

- No quotes, but answers needed from benefits staff and personnel officer mainly.
 Very responsive.
- The training services come on the HR bill and I don't pay that bill

Q24. How would you rate the <u>customer service</u> provided by HRE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Customers

• 99 responses: Average = 8.09

Customer Council Members

• 8 responses: Average = 6.88

How would you rate the	Segment		
customer service provided by HRE?	Customers	Customer Council Members	
	99	8	
	Average: 8.09	Average: 6.88	
Don't know	3	0	
	3%		
Skipped the question	185	8	

Q25. Additional comments relative to your experiences with HRE:

- I have found the personnel helpful and cooperative, but the system is very bureaucratic, slow, and not very responsive to what I am trying to accomplish.
- I enjoy working with my Personnel Officer assigned to this institution. She is always there for me and answers my questions promptly.
- Training session I've attended were good or very good.
- The GRIP process needs to be revised, revamped, or eliminated. It is absurd to continue to allow professional management staff to be ridiculed by union reps on the committee while management reps sit on their hands. We do not talk to our union staff that way and should not have to stand there and take it. This process has hurt labor relations, not helped it. HELP!
- Susie Pritchard is excellent
- The majority of experience with IDAS is with services provided by the Personnel Officer, grievance hearings and GRIP.
- I know that ICN's PA has gone above and beyond to answer questions for myself and my Director as it relates to handling our reorganization and the personnel issues surrounding that. She definitely looks out for the taxpayer's best interests in guiding us as we must make these decisions. I appreciate all that she does in making my job easier.
- The HRE billing system does not bill for services provided on a real-time monthly basis. There are still people that receive HRE services that are not billed for.
- When an Employment Specialist is out of the office, any job vacancy announcements that need posted or finalized lists that need released should still be processed. Don't wait until the Specialist returns. Possibly some type of rollover system needs to be developed where another Specialist can step in and complete the process. Right now if an agency calls another unassigned Specialist and ask them to complete the work process, the Specialist graciously will do so. However there should be a better way than having an agency find another Specialist to complete their agency's work.
- Need to qualify more training for CPE credits
- HRE staff is WONDERFUL and extremely helpful personnel. They always seem to have time for your questions. If you have to leave a message, they are very prompt in returning your call or responding to your e-mail.
- Whenever I request assistance from DAS/HRE I get it in a very timely and efficient manner
- Some are better at getting back to you and answering questions than others. But on the whole excellent.
- DAS HRE charges have been the most difficult to resolve. Charges based on an FTE basis have mostly been resolved. However now there are issues with annual charges, such as unemployment claims management and Golden Dome awards, as well as employee assistance costs.
- I always appreciate the help from Rose Baughman, Sheryl Jensen, Jenny Sandusky, Terri Marshall and others. They respond to e-mails as quickly as possible. Also, I am glad they will be starting to have quarterly ICN sessions for Personnel again.
- Whenever I have questions, they are always "Johnny-on-the-Spot." They are always very helpful and willing to help with a smile. I can count on them to keep me on the right track. I really appreciate all of their help.

- Always very helpful and timely. Have the state employee always in mind as we work together to solve issues.
- The staff at HRE were extremely helpful and accommodating, very quick to respond and resourceful in getting answers.
- Have always gotten good services from HRE, especially in the areas of benefits, preaudit, and from our Personnel Officer.
- The less than full satisfaction rating comes only from situations that are subjective in nature and the results aren't totally as planned. Sometimes there is a feeling that DAS points us in a direction but then does not support us to a final conclusion.
- There were some billing issues on our September bill where the wrong Org's were charged and we were overcharged for the health insurance surcharge. I contacted DAS billing, and these issues were fixed. During the 3 months included on this survey, there was an error in that my agency was billed for a PDS course that an employee of another agency took. The course descriptions and dates of the PDS courses were not accurate on our bill. I contacted DAS billing.
- Jon Nelson is an exceptional Personnel Officer. He may not always know the answer, but he gets one and gets back as soon as he can with the answer. Todd Sadler has been a positive force also.

State Accounting Enterprise (SAE)

Service provided through the SAE:

- Accounting
- Payroll

Q26a. Did <u>you</u> interact with the State Accounting Enterprise (SAE) during October, November or December 2005 (purchased or received services or bill payment)?

Overall, 42% of the survey respondents (42% of the customers and 50% of the Customer Council members) interacted with the State Accounting Enterprise (SAE) during October, November or December of 2005.

		Se	gment
Did you interact with SAE?	Total 228	Customers	Customer Council Members
		218	10
Yes	96	91	5
	42%	42%	50%
No	132	127	5
	58%	58%	50%
Skipped the question	72	66	6

Q26b. How did <u>you</u> interact with State Accounting? (Multiple responses accepted.)

Of the 99 respondents who had interacted with the State Accounting Enterprise (SAE) during October, November or December of 2005, the majority (69%) of the survey respondents (69% of the customers and 60% of the Customer Council members) indicated that they had **received services from SAE**.

		Se	gment
How did you interact with SAE?	Total 99	Customers	Customer Council Members
		94	5
Received services	68	65	3
	69%	69%	60%
Bill payment	43	41	2
	43%	44%	40%
Ordered/purchased services	14	13	1
·	14%	14%	20%
Other specify responses	19	18	1
	19%	19%	20%
Skipped the question	201	190	11

Other specify responses:

• Advice, guidance

- Just starting to play around w/this new system...there's a few glitches and it was supposed to be set up for my access, but wasn't done correctly (NOT DAS fault!) and figuring out stuff is very time-consuming, etc.
- My position is the liaison between DAS-SAE and IVRS. I request the addition or deletion of staff from I3 use, answer SAE questions, and help solve problems.
- Problem solving issues dealt with in a timely manner
- Provided services.
- Had assistance getting eDAS billing for centralized printing correct
- Spent time working on a new time sheet model with SAE
- Health & Dental monthly insurance billings
- All state employees get a paycheck. I consider this receiving a service from SAE.
- On lining vendors, questions
- Centralized payroll contacts for questions.
- Answers to questions on problems
- Assisted with evaluation of stats to determine rates.
- I had contacted Daily Processing by phone with some payment issues.
- Payroll
- 13 issues resolution with SAE staff
- I enter timesheets onto system for Public Defender employees

Q27. How often during October, November, December of 2005 did <u>you</u> utilize the services provided by the State Accounting Enterprise?

Forty-four percent of the survey respondents typically utilized the services provided by SAE **1-10 times** during October, November and December of 2005.

How often did you utilize the		Seg	gment
services provided by SAE?	Total 94	Customers	Customer Council Members
		89	5
1-10 times	41	38	3
	44%	43%	60%
11-20 times	10	10	0
	11%	11%	
21-30 times	7	7	0
	7%	8%	
31 or more times	29	27	2
	31%	30%	40%
Don't know	7	7	0
	7%	8%	
Skipped the question	206	195	11

Q28a. Did you receive the services you requested?

Overall, 90% of the survey respondents (92% of the customers and 60% of the Customer Council members) received the services <u>as requested</u> from SAE.

Did you receive the services you		Segment		
requested from SAE?	Total 93	Customers	Customer Council Members	
		88	5	
Yes	84	81	3	
	90%	92%	60%	
No	2	1	1	
	2%	1 %	20%	
Other specify responses	7	6	1	
	8%	7 %	20%	
Skipped the question	206	195	1 1	

Other specify responses:

• I did not specifically request this service. (2 responses)

Very professional

Yes and no

• Couldn't get eDAS to allow me to see the bills and also allow me to place new work requests. Frustrating and time-consuming.

Q28b. How satisfied were <u>you</u> with the <u>services received</u> from SAE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Customers

• 89 responses: Average = 8.43

<u>Customer Council Members</u>

• 5 responses: Average = 6.2

How satisfied were you with the	Segment				
services received from SAE?	Customers	Customer Council Members			
	89	5			
	Average: 8.43	Average: 6.2			
Don't know	3	0			
	3%				
Skipped the question	195	11			

Q29. Did SAE deliver the services on time?

Overall, 83% of the respondents (84% of the customers and 60% of the Customer Council members) indicated that SAE delivered the services on time.

Did SAE deliver the		Segment				
services on time?	Total 94	Customers	Customer Council Members			
		89	5			
Yes	78	75	3			
	83%	84%	60%			
No	6	4	2			
	6%	5%	40%			
Don't know	4	4	0			
	4%	5%				
Other specify responses	6	6	0			
	6%	7 %				
Skipped the question	206	195	1 1			

Other specify responses:

- SAE provided their services in a timely manner. The I3 system is a total disaster.
- Not actually services were provided. Just questions answered.
- 90% of the time
- Sometimes yes and sometimes it took several days and help from others in our office.

Q30. Did SAE provide the services as quoted?

Overall, 68% of the survey respondents (70% of the customers and 40% of the Customer Council members) indicated that SAE provided the services as quoted.

Did SAE provide the		Se	egment
services as quoted?	Total 94	Customers	Customer Council Members
		89	5
Yes	64	62	2
	68%	70%	40%
No	3	2	1
	3%	2%	20%
Don't know	12	12	0
	13%	14%	
Other specify responses	15	13	2
	16%	15%	40%
Skipped the question	206	195	11

Other specify responses:

No quote given (5 responses)N/A (3 responses)

- I-3 takes a huge amount of staff time. We are still not seeing any advantage of the system.
- SAE provided their services as quoted. The I3 system no.
- No quotes, but since I work in personnel, they've been very helpful with answers I need.
- Eventually
- Only sought advice and guidance.
- Non-billable

Q31. How would you rate the <u>customer service</u> provided by SAE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Customers

• 89 responses: Average = 8.31

Customer Council Members

• 5 responses: Average = 6.0

How would you rate the	Segment				
customer service provided by SAE?	Customers	Customer Council Members			
	89	5			
	Average: 8.31	Average: 6.0			
Don't know	2	0			
	2%				
Skipped the question	195	11			

Q32. Additional comments relative to your experiences with SAE:

- In leaving a message on my voice mail a couple of times, the caller spoke WAY TOO FAST to the point that 3 other people could not understand the message left. We're all in a hurry but it caused a big delay in attempting to figure out what was said. Otherwise, information has been very helpful...odd, but helpful.
- I approve bill payment. I know that you expect that I should be approving budget codes, etc. and I don't have the time to check at the detailed level that you expect. Further, I don't do this often enough to automatically know the account codes.
- I/3 still sluggish; especially Data Warehouse, etc. Still have to make several calls to get to the right persons.
- Excellent staff, always willing to help with policy and procedure issues, the payment process, and vendor process.
- SAE continues to be proactive in managing the I/3 system and letting customers know when it is available. They always manage year-end W-2s timely and accurately as well as handle year-end tax issues well. I do think that more training to ICN on SWCAP and what it means to ICN and how it should be managed would be helpful.

- The I3 system does not provide reliable, dependable service. The downtime on the system is totally unacceptable. Further, when a system cannot be trusted to provide reliable information how can an agency be expected to provide quality service to its customers? The system still has functionality that was promised in the beginning that has not yet been delivered. It seems that SAE is constantly making excuses for the system rather than fixing it or scrapping it.
- Payroll posted as per normal
- Kathy Sims is extremely helpful. When we had critical deadlines, she did every thing she could to make sure those deadlines were met. Trina and Barrett are also helpful with questions.
- Have experienced a non-returned I/3 help desk call.
- Same comments as before on other areas. I/3 has had major problems that have affected all areas of DAS
- DAS/SAE have been very helpful and I have always received services from them efficiently and accurately.
- Very helpful staff
- I am very happy with the human responses in processing daily accounting documents, but the state accounting system (I-3) leaves a whole lot to be desired.
- 1/3 is still a major concern with regard to services and availability of data.
- The staff at SAE was extremely helpful and went above and beyond to get me what I needed. They were very patient and gave me useful information and resources.
- SAE staff has always been very willing to help me with any of my payment issues. If they don't know the answer to my question, they will refer me to the person who can answer my question.
- Personnel at SAE have always been more than helpful when I have a problem or need information. Cheryl Shippy in particular has always been prompt when it comes to providing services.
- Major improvements need to be made with eDAS. Once a work request is entered, we cannot see the specifics of the request. All we can pull us is the confirmation of the work request . . . not what it was about.
- Lost a document that was hand delivered to SAE, which my department has now been charged interest because the payment was late.
- 13 is better

■ CONCLUSION

The survey respondents who participated in the first quarter Customer Satisfaction Survey included a diverse cross-section of departments and agencies.

Among the four DAS enterprises (GSE, ITE, HRE and SAE), <u>overall</u>, the customers rated their satisfaction with the <u>products and/or services received</u> from the Human Resource Enterprise (HRE) slightly higher (7.6 on the 10-point scale) than the other enterprises.

HRE 7.6ITE 7.3SAE 7.3GSE 7.2

The Customer Council members consistently rated their <u>overall satisfaction with products</u> <u>and/or services</u> received from each of the four DAS enterprises lower than the customers.



Overall, the survey respondents indicated that the products and/or services were received as requested. However, the products and services were not always delivered on time or provided as quoted.

DAS Enterprise	Products and/or services received as requested	Products and/or services delivered on time	Products and/or services provided as quoted
State Accounting Enterprise (SAE)	90%	83%	68%
Human Resource Enterprise (HRE)	92%	79%	70%
Information Technology Enterprise (ITE)	80%	62%	58%
General Services Enterprise (GSE)	77%	62%	63%

Among the four DAS enterprises (GSE, ITE, HRE and SAE), <u>overall</u>, the customers rated their satisfaction with the <u>customer service</u> provided by the Human Resource Enterprise (HRE) slightly higher (7.5 on the 10-point scale) than the other enterprises.

HRE 7.5ITE 7.2SAE 7.2GSE 7.1

The Customer Council members consistently rated their <u>overall satisfaction with customer service</u> provided by each of the four DAS enterprises lower than the customers.



The quarterly Customer Satisfaction Survey provides the lowa Department of Administrative Services with statistical data to determine what steps DAS can take to improve its products and services.

APPENDIX

(DAS Revised survey/FINAL 2.28.06)

E-mail invitation

Subject line: DAS Quarterly Customer Satisfaction Survey

Return e-mail: research@essmanresearch.com

Dear Valued Customer:

The Department of Administrative Services is committed to continuously improving the quality of service we provide to customers.

In addition to the Annual Customer Satisfaction Survey, DAS will implement <u>four quarterly</u> <u>surveys</u> to gather immediate feedback from customers relative to your recent experiences with DAS and the services purchased/received through each of the four DAS enterprises.

You have been selected to participate in the first quarter customer satisfaction survey. The quarterly survey will take no more than **five minutes of your time**. Your individual responses are strictly confidential. Essman/Research, an independent marketing research firm in Des Moines, has been retained by DAS to tabulate the survey results and analyze the findings.

The purpose of this quarterly survey is to gauge your satisfaction with services received during **October, November and December of 2005** from DAS and determine what steps DAS can take to improve their products and services. The survey results will be shared quarterly.

On behalf of the Department of Administrative Services, thank you in advance for completing the quarterly Customer Satisfaction Survey. Please complete this quarterly survey by March 6, 2006.

To access the electronic survey, click here: http://

Sincerely,

Mollie Anderson Director Iowa Department of Administrative Services

Insert DAS logo on each page

Important Reminder: Base your individual responses on the products and/or services received from each of the four DAS Enterprises (General Services, Information Technology, Human Resources and State Accounting) during **October, November and December 2005**.

Q1.	Department/Agency:
Q2.	Title:
Q3a.	Are you currently a Customer Council Member?
	☐ Yes ☐ No (Skip to Q4a)
Q3b.	For which Enterprise?
	☐ General Services ☐ Human Resources ☐ Information Technology ☐ State Accounting
Service Co Cu Fae Fae Fle Gre Lo Mae Pae Pre	ounds Service ck Shop Services ail echanical Services per Shredding operty Construction/Management/Space rchasing/Procurement Services
Please Q4a.	select ONE response per question, unless otherwise specified. Did <u>you</u> interact with the General Services Enterprise (GSE) during October, November or December 2005 (purchased or received products and/or services or bill payment)?
	☐ Yes☐ No (Skip to Q11a)

Q4b.	How did you interact with General Services?						es?	(Check all that apply)			
		Ordered Received Bill payr Other (s	d produc nent	cts and/	or servi	ces					
Q5.		w often d oducts an	_					r of 200)5 did y	<u>′ou</u> orde	er/receive
		1-10 tim 11-20 ti 21-30 ti 31 or m Don't kn	mes mes ore time	es							
Q6a.	Dic	d <u>you</u> rec	eive the	produc	ts and/o	or serv	ices you	ı reques	ted?		
		Yes No Other sp	pecify								
Q6b.	Use	w satisfie e a 10-pc TREMELY	int scale	e where							om GSE? neans
	1	2	3	4	5	6	7	8	9	10	DK
Q7.		d GSE del Yes No Other sp Don't kn	pecify				ces on t	time?			
Q8.		GSE pro Yes No Other sp Don't kn	pecify	•			vices as	quoted [*]	?		
Q9.	Use	w would : e a 10-pc FREMELY	oint scale	e where						d TEN m	neans
	1	2	3	4	5	6	7	8	9	10	DK
Q10.	Ad	ditional c	omment	ts relativ	ve to yo	our exp	erience	s with C	SSE:		

Information Technology Enterprise (ITE)

Services provided through the ITE:

- Application Development and Support
- Asset Management
- Common Directory
- Computer Training
- Database Service
- Desktop Services
- Disaster Recovery/Business Continuity
- Email Services
- Enterprise Applications
- Help Desk Services
- Mainframe Access/Printing/Processing/Services
- Mainframe and Operating System Application Development

Other specify _____

- Multi Media
- Network Services
- Printing Services
- Secure Infrastructure
- Security
- Server
- Server Farm

Please select ONE response per question, unless otherwise specified.

	Dic	d <u>you</u> intera	act with the I	nformation		terprise (ITE) during Octob services or bill payment)?	эer,
		Yes No	(Skip to Q1	9a)			
Q11b.	Но	w did <u>you</u> i	nteract with	Information	Technology?	(Check all that apply)	
		Received s Bill payme	ent	rvices			
Q12.				, November, Technology?		005 did you order/receive	
		1-10 time: 11-20 tim 21-30 tim 31 or mor Don't know	es es e times				
Q13a.	Dic	d <u>you</u> receiv	ve the servic	es you reque	sted?		
		Yes No					

Q13b.	How satisfied were you with the services received from ITE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.											
	1	2	3	4	5	6	7	8	9	10	DK	
Q14.	Did	I ITE deliv	er the	services	s on tim	ie?						
		Yes No Other sp Don't kno										
Q15.	Did	I ITE prov	ide the	service	es as qu	oted?						
		Yes No Other sp Don't kno										
Q16.	Use	w respons e a 10-po FREMELY	int scal	e where	e ONE i		NON-RI	ESPONS	SIVE and	d TEN m	eans	
	1	2	3	4	5	6	7	8	9	10	DK	
	Do	es not ap _l	ply (NA	۸)								
Q17.	Use	w would y e a 10-po FREMELY	int scal	e where						id TEN n	neans	
	1	2	3	4	5	6	7	8	9	10	DK	
Q18.	Ado	ditional co	ommen	its relat	ive to y	our exp	perience	es with I	TE:			

Human	Resource	ce Ente	rprise	(HRE)
Services	provided	through	the HRI	E:

- Benefits
- Employment Assistance/Services
- Flexible Spending
- Golden Dome Awards Program
- Health Insurance Program Administration
- Program Delivery Services
- Training

• Wo	rker	s Compens	ation Pro	ogram A	Administ	ration							
	Dic	ct ONE resp d you intera vember or	act with	the ${ m H\iota}$	ıman R	esourc	es Ente	erprise					
		Yes No	(Skip t	o Q26a	a)								
Q19b.	Но	How did you interact with Human Resources? (Check all that apply)											
		 □ Ordered/purchased services □ Received services □ Bill payment □ Other (specify)											
Q20.		How often during October, November, December of 2005 did you utilize the services provided by the Human Resource Enterprise?											
		1-10 time 11-20 tim 21-30 tim 31 or mor Don't know	es es e times										
Q21a.		d you receiv Yes No Other spe				questec	1?						
Q21b.	Us	w satisfied e a 10-poir TREMELY S	it scale	where						TEN m	neans		
	1	2	3	4	5	6	7	8	9	10	DK		
Q22.		d HRE deliv Yes No Other spe Don't know	cify										

Q23.	Did HRE provide the services as quoted? ☐ Yes ☐ No ☐ Other specify ☐ Don't know									
Q24.	D24. How would you rate the <u>customer service</u> provided by HRE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.									
	1 2 3 4 5 6 7 8 9 10									
Q25.	Additional comments relative to your experiences with HRE:									
Service • Ac	Accounting Enterprise (SAE) e provided through the SAE: counting yroll									
	select ONE response per question, unless otherwise specified. Did <u>you</u> interact with the State Accounting Enterprise (SAE) during October, November or December 2005 (purchased or received services or bill payment)?									
	☐ Yes ☐ No (Skip to Thank You)									
Q26b.	. How did you interact with State Accounting? (Check all that apply)									
	 □ Ordered/purchased services □ Received services □ Bill payment □ Other (specify)									
Q27.	How often during October, November, December of 2005 did you utilize the services provided by the State Accounting Enterprise?									
	☐ 1-10 times ☐ 11-20 times ☐ 21-30 times ☐ 31 or more times ☐ Don't know									
Q28a.	Did you receive the services you requested? Yes No Other specify									

Q28b.	How satisfied were you with the services received from SAE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.										
	1	2	3	4	5	6	7	8	9	10	DK
Q29.	Did SAE deliver the services on time? Yes No Other specify Don't know										
Q30.	Did SAE provide the services as quoted? Yes No Other specify Don't know										
Q31.	How would you rate the customer service provided by SAE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.										
	1	2	3	4	5	6	7	8	9	10	DK
Q32. Additional comments relative to your experiences with SAE:											

Thank You

On behalf of the Department of Administrative Services, thank you for participating in the quarterly survey.

SUBMIT

Re-direct to the DAS Web site.



ESSMAN/RESEARCH

100 EAST GRAND • SUITE 340 • DES MOINES, IA 50309-1800 TEL: 515.282.7145 • FAX: 515.282.4535 • e-mail: mail@essmanresearch.com